

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 90-701-E - ORDER NO. 92-831 ✓
SEPTEMBER 23, 1992

| | | |
|--|---|-----------------|
| IN RE: Petition from South Carolina Electric |) | ORDER APPROVING |
| & Gas Company for Waiver of Regulation |) | WAIVER UNTIL |
| No. 103-352(b). |) | FURTHER NOTICE |

This matter comes before the Public Service Commission of South Carolina (the Commission) by way of the September 8, 1992 request of South Carolina Electric & Gas Company (SCE&G or the Company) for a permanent waiver of R.103-352(b) thereby allowing SCE&G to continue mailing customers two (2) day notices of termination of service.

On August 6, 1990, SCE&G petitioned this Commission to allow it to notify by mail those customers whose service was scheduled to be cut off because of non-payment. Regulation 103-352(b) requires either a telephone call or personal visit. On January 15, 1991, this Commission issued its Order No. 91-52 in this Docket, granting its approval of the waiver of R.103-352(b) on a one-year pilot program trial basis. The Order stated that SCE&G must notify the Commission when the program began and file quarterly reports and a final report with the Commission on the status of the program.

SCE&G's letter of September 8, 1992 cites several advantages to the Company being allowed to mail the two (2) day notices to

customers whose service is subject to be terminated. First, according to the Company, the new process is more reliable, less expensive, and ensures that each customer is notified promptly. The Company noted that complaints regarding their notification process had been reduced by 75% since the pilot program began. Second, mailing notices preserves the customer's confidentiality by eliminating potentially embarrassing situations. Third, according to the Company, personnel and other resources previously dedicated to the calling or delivering of notices by hand had been reallocated to other functions to improve the Company's customer service level.

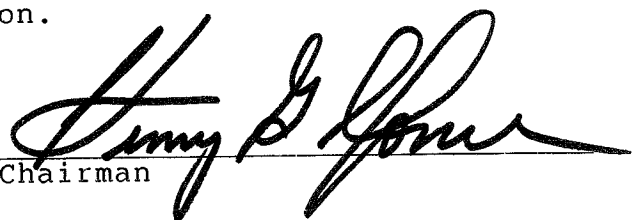
Based on the above, it is the opinion of this Commission that the waiver of R.103-352(b) should be continued indefinitely until further Order of the Commission.

IT IS THEREFORE ORDERED THAT:

1. The waiver of R.103-352(b) shall continue indefinitely as approved in Order No. 91-52 until further Order of the Commission.

2. That this Order shall remain in full force and effect until further Order of the Commission.

BY ORDER OF THE COMMISSION:


Chairman

ATTEST:


Executive Director
(SEAL)